EVERYONE

E

CONTENT RATED BY ESRB

Game experience may change during online play.

PC CD-ROM SOFTWARE

ELECTRONIC ARTS™

NHL® 2003

Install Guide

SYSTEM REQUIREMENTS

MINIMUM CONFIGURATION

- ❑ Windows® XP, Windows Me, Windows 2000, or Windows 98 (Windows 95 and Windows NT are not supported)
- ❑ Internet Explorer 6.0 or higher (included on disc)
- ❑ 350 MHz Intel® Pentium® II processor
- ❑ 64 MB RAM (128 MB required for Windows XP and Windows 2000)
- ❑ 8x CD-ROM/DVD-ROM drive
- ❑ 100 MB free hard disk space plus space for saved games (additional space required for Windows swap-file and DirectX™ 8.1 installation)
- ❑ 16 MB Direct3D™ capable video card using the NVIDIA GeForce4, NVIDIA GeForce3, NVIDIA GeForce2, NVIDIA GeForce 256, NVIDIA Riva TNT2, NVIDIA Riva TNT, NVIDIA Quadro, ATI Radeon 9000, ATI Radeon 8500, ATI Radeon 7500, ATI Radeon 7200, ATI Radeon, ATI Rage 128 Pro, ATI Rage 128, Matrox Parhelia 512, Matrox MGA-G550, Matrox MGA-G400, PowerVR Kyro II, PowerVR Kyro, 3dfx Voodoo 5, 3dfx Voodoo 4, Intel i810, or 3Dlabs Permedia 3 chipset with DirectX 8.1 compatible driver

NOTE: Gameplay documentation is provided on-disc (➤ *Using the Electronic Documentation* on p. 21).

- ❑ DirectX 8.1 compatible sound card
- ❑ Keyboard and mouse

Recommended

- ❑ 600 MHz or faster Intel Pentium III or AMD Athlon processor
- ❑ 128 MB or more RAM
- ❑ 16x or faster CD-ROM/DVD-ROM drive
- ❑ 450 MB free hard disk space plus space for saved games
- ❑ 32 MB or greater supported Direct3D capable video card with DirectX 8.1 compatible driver
- ❑ Supported gamepad (➢ *Supported Input Devices* on p. 4)

Required for Multiplayer Games

INTERNET (2-12 PLAYERS, UP TO 4 PCS)

- ❑ 56 Kbps or faster Internet connection
- ❑ 1 disc per computer, up to 6 players per computer

NETWORK (2-12 PLAYERS, UP TO 8 PCS)

- ❑ TCP/IP compliant network
- ❑ 1 disc per computer, up to 6 players per computer

MODEM (2-12 PLAYERS, 2 PCS)

- ❑ 56 Kbps modem
- ❑ 1 disc per computer, up to 6 players per computer

SINGLE SYSTEM (2-6 PLAYERS)

- ❑ Supported input device required for each player

SUPPORTED INPUT DEVICES

- ❑ Gravis™ Gamepad™ Pro, Microsoft® Sidewinder™ Game Pad, Logitech WingMan® Gamepad, or other Windows supported gamepad or joystick, Keyboard

INTRODUCTION

Thank you for purchasing *NHL® 2003*. This Install Guide will assist you in installing and running the game on your system, as well as provide valuable trouble-shooting and support information.

Please take time to ensure your system meets the Minimum Configuration requirements. It is essential that your system meets these requirements in order for *NHL 2003* to function properly.

DISK PREPARATION

Before you install any software, it is critical that your hard drive be in proper working order. We recommend running ScanDisk, Disk Defragmenter, and Disk Cleanup.

ScanDisk searches your hard drive for lost allocation units as well as cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly, thereby helping to prevent corrupt data. Disk Cleanup clears unnecessary files from your system, freeing up disk space and preventing conflicts that might stop the game from installing correctly.

To run ScanDisk (Windows Me, 98 only):

1. Left-click the **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run...**.
3. In the Run dialog box, type **scandisk**, then click **OK**. ScanDisk opens.

❑ Make sure a check mark appears in the **Automatically fix errors** box, then select the drive to which you are installing the game (e.g., C:).

4. Click **START** to begin ScanDisk.

To run Disk Defragmenter:

1. Left-click the **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run...**.
3. In the Run dialog box, type **dfrg.msc** (or **defrag** if using Windows Me or 98), then click **OK**. The Select Drive dialog box appears.
4. Select the drive to which you are installing the game.
5. Click **Defragment** (or OK) to begin Disk Defragmenter.

To run Disk Cleanup (Windows XP, Me, 2000, 98 only):

1. Left-click the **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run...**.

3. In the Run dialog box, type **cleanmgr**, then click **OK**. The Select Drive dialog box appears.
4. Select the drive to which you are installing the game, then click **OK**. The Disk Cleanup window appears.
5. In the Files to delete field, make sure a checkmark appears in the **Temporary files** box (if present). If any other boxes are checked, uncheck them.
6. Click **OK** to begin Disk Cleanup.
7. A prompt appears asking for verification to delete files. Click **YES**.

INSTALLING THE GAME

To install *NHL 2003*:

1. Start the Windows operating system.
2. Close all open programs and background tasks, including virus scanners (➢ *General Performance/Lockups* on p. 12 for more info).
3. Insert the *NHL 2003* disc into your CD-ROM/DVD-ROM drive. When prompted, enter your serial number and click OK.

✓ **NOTE**: If the Install does not automatically appear, left-click the **Start** button from the Windows Taskbar and select **Run...**. Type **D:\setup.exe** in the Run dialog box, then click **OK** (substitute the correct letter of your CD-ROM/DVD-ROM drive if other than 'D:').

✓ **NOTE:** If you do not have Internet Explorer 6.0 or higher, you will be prompted to install it. Click YES, to install IE 6.0 to your computer. (*NHL 2003* requires the installation of Internet Explorer 6.0.)

✓ **NOTE:** If you do not have DirectX 8.1 or higher, you will be prompted to

install it. Click YES, to install DirectX drivers to your computer. (*NHL 2003* requires the installation of Microsoft DirectX 8.1 drivers.)

4. Choose the setup type that best suits your needs. Choose TYPICAL USER to install the game with the most common options and to install to the default directory. (Recommended for most users.) Click NEXT to continue.

❑ The default Destination Folder is "C:\Program Files\EA SPORTS\NHL 2003."

➪ Choose ADVANCED USER to select an install type and to change the location of the installation. (Recommended for advanced users.)

5. Click REGISTER NOW to complete the electronic registration, or click REGISTER LATER to register your game at another time. (You must register your software to be eligible for technical support.)

6. Please wait while *NHL 2003* installs the game files to your computer.

Congratulations, you've completed the installation of *NHL 2003* to your computer.

STARTING THE GAME

To start *NHL 2003* (*with disc already in drive*):

1. Close all open programs and background tasks, including virus scanners (➢ *General Performance/Lockups* on p. 12 for more info).
2. Left-click the **Start** button from the Windows Taskbar and select **All Programs** (or **Programs**) **> EA SPORTS > NHL®2003 > NHL®2003**.

To start *NHL 2003* (*without disc already in drive*):

1. Start the Windows operating system.
2. Close all open programs and background tasks, including virus scanners (➢ *General Performance/Lockups* on p. 12 for more info).
3. Insert the *NHL 2003* disc into your CD-ROM/DVD-ROM drive. The game starts.

✓ **NOTE**: If the game does not automatically appear, left-click the **Start** button from the Windows Taskbar and select **Run...**. Type **D:\Setup.exe** in the Run dialog box, then click **OK** (substitute the correct letter of your CD-ROM/DVD-ROM drive if other than 'D:').

✓ **NOTE:** Please see the *NHL 2003* manual for game play instructions.

UNINSTALLING/RE-INSTALLING THE GAME

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

To uninstall *NHL 2003*:

1. Start the Windows operating system.
2. Left-click the **Start** button from the Windows Taskbar and select **All Programs** (or **Programs**) **> EA SPORTS > NHL®2003 > Uninstall NHL®2003**.
3. Follow the on-screen instructions to complete the uninstall process.

✓ **NOTE**: Files that were created after the installation of *NHL 2003*, such as saved games, will remain on the hard drive after completing the uninstall process. If you wish to continue to use these files, simply re-install the game to the same directory.

To re-install *NHL 2003*:

➪ Follow the *Installing the Game* instructions on page 6.

PROBLEMS WITH YOUR SOFTWARE?

If you are having a problem installing or using your software, we want to help.

❑ Please make sure you have read thoroughly the *System Requirements* and *Installing the Game* sections. It is essential that your system meets the Minimum Configuration requirements for the game.

If you followed the directions and are still having trouble installing or operating the software, below are some troubleshooting tips that might help solve the problem.

DirectX Problems

One of the most important aspects of trouble-shooting your system will be determining its compatibility with Microsoft's DirectX. DirectX is an Application Programming Interface (API) that gives Windows based applications high-performance access to your system's hardware. This makes the DirectX API well suited for Windows games. *NHL 2003* uses DirectX 8.1 and includes DirectX 8.1 files that you can install.

There are two considerations to be made. First, you must be sure that you have DirectX 8.1 (or higher) installed on your computer. Second, you must make sure that your existing hardware (your video and sound cards) has "drivers" that are *fully compatible* with the version of DirectX that you have installed. A "driver" is the software provided by your hardware manufacturer that allows your hardware to communicate with DirectX and Windows. It is essential that your video and sound drivers are fully up to date.

Three DirectX components, DirectDraw™, Direct3D, and DirectSound™, may require updating your video card and sound card drivers for proper operation. Using video card and sound card drivers that do not support DirectX, or that were written for an earlier version of DirectX, will result in various performance, display, and audio problems when running DirectX based applications.

During the installation of *NHL 2003*, the install program checks the version of DirectX that is installed on your system. If it finds that you have DirectX 8.1 or higher present, no action is taken. If it finds that you do not have DirectX 8.1 installed, you are prompted to install it.

To check your system's DirectX compatibility (to see if your video card and sound card drivers have DirectX support)**:**

1. Left-click the **Start** button on your Windows Taskbar, then click **Run...**.

2. In the Run dialog box, type **dxdiag** then click **OK**.
3. From the System tab, check the DirectX Version to ensure that you have DirectX 8.1 installed. If an earlier version is displayed (e.g., 6.0 instead of 8.1), or if dxdiag fails to launch, you will need to install DirectX 8.1 (➢ p.10).
4. Click on the Display and Sound tabs for the video and sound devices that you will be using to run the game.

The Drivers section of each tab displays the driver version number and whether or not your driver is Certified (or Signed) by Microsoft as supporting DirectX 8.1.

- ➪ If the Certified or Signed field states "No" in this section, you should contact your manufacturer to obtain updated drivers that support DirectX 8.1. This can usually be accomplished by visiting the manufacturer's website and downloading the proper files. Contact your manufacturer directly for assistance in updating your drivers.
- ➪ If the Certified or Signed field states "Yes" in this section, your video card or sound card supports DirectX 8.1 and should work properly in DirectX 8.1 applications.
- ➪ You should also make sure that the driver version number is 4.08.xx.xxxx or higher (for example: 4.10.00.0000 would be good, while 4.03.00.0000 would indicate that the driver needs to be updated.)
- ➪ Finally, refer to the Notes field at the bottom of each tab. These will provide useful information about the status of the drivers.

During the installation of *NHL 2003*, the install program checks your version of DirectX and prompts you to install it if necessary. If you wish to update to DirectX version 8.1 manually, please use the following steps.

To install DirectX:

1. Insert the *NHL 2003* disc into your CD-ROM/DVD-ROM drive.
2. Click the **Start** button and select **Search > Files and Folders** (or **Find > Files or Folders**...). The Search dialog box appears.
3. In the file name field, type **DXSETUP**.
4. In the Look In: field, **select the CD-ROM/DVD-ROM drive** (this is typically the 'D:' drive, but may be different on your system).
5. Click **Search** (or **Find Now**).
6. Double-click **DXSETUP** when it appears.
7. Select **YES** to accept the End User License Agreement.
8. Click the **Install DirectX** button.
9. Follow the on-screen instructions.

General Performance/Lockups

In some cases, programs that are running on your system can monopolize resources that the game needs in order to install, load and run properly. Not all of these programs are immediately visible. There are a number of programs, called "background tasks", that are always running on your system.

✓ **Important Note:** While shutting down background tasks will optimize your system for running *NHL 2003,* these background tasks' features will be unavailable once shut down. Be sure to re-enable background tasks after playing *NHL 2003* by restarting your computer.

ANTI-VIRUS/CRASH GUARD PROGRAMS

If your system is running Anti-Virus or Crash Guard programs you will need to close or disable them to run *NHL 2003*. To do this, find the icon for the program on the Windows taskbar. Right-click the icon and select "close", "disable", or the relevant option. Please note that these programs will be reactivated the next time you restart your computer.

GENERAL BACKGROUND TASKS

Once Anti-Virus and Crash Guard programs have been disabled, you should end all unnecessary general background tasks.

To view and close background tasks (Windows 2000, XP):

1. Hold down the **Ctrl** and **Alt** keys, then tap the **Delete** key. The Windows Security pop-up appears.
2. Select **Task Manager**. The Windows Task Manager appears.
3. Click the **Applications** tab. This tab displays a list of all background tasks running on your system.
4. To end a background task, click on its name in the list, then click the **End Task** button.
5. Repeat this process until *all* the background tasks are closed.

It is important to remember that the next time you restart your computer, all of the background tasks that you ended will reactivate.

> ✓ **NOTE**: The Task Manager allows you to close "Processes" in addition to Applications. Many of the listed Processes are necessary Windows functions that should not be closed. Therefore, we recommend you only close Applications and do not close any Processes.

To view and close background tasks (Windows Me, 98):

1. Hold down the **Ctrl** and **Alt** keys on your keyboard, then tap the **Delete** key. The Close Program window appears. Inside this window is a list of all background tasks running on your system.

❑ It is important that you DO NOT CLOSE the background tasks named Explorer and Systray. All other background tasks may be ended.

2. To end a background task, click on its name in the list, then click the **End Task** button.
3. The Close Program window closes and the task is ended.
4. Repeat until only Explorer and Systray remain.

It is important to remember that the next time you restart your computer, all of the of the background tasks that youclosed/ended will return/reactivate.

MOTHERBOARD CHIPSET

If you are continuing to have performance problems and have already ensured that your system is completely compatible with DirectX 8.1 (➢ *DirectX Problems* on p. 10), you should check with your system manufacturer for the availability of updated motherboard chipset drivers. Updating your motherboard drivers will usually enhance the performance and functionality of your system's video, hard drive, and CD-ROM/DVD-ROM drive controllers. Please consult your system manufacturer or motherboard documentation for assistance.

CD-ROM/DVD-ROM Problems

A 8x-speed or faster CD-ROM/DVD-ROM drive is required to run *NHL 2003*.

RECEIVE "FILE NOT FOUND" ERROR MESSAGE WHEN INSTALLING OR RUNNING THE GAME

- ❑ Make sure the disc is in the CD-ROM/DVD-ROM drive. The disc must be in the drive to install or run the game.
- ❑ Make sure the disc is clean and not scratched or damaged.

CD-ROM/DVD-ROM PERFORMANCE PROBLEMS

- ❑ Make sure you are using a 32-bit native Windows driver to control your CD-ROM/DVD-ROM drive.

To verify that you are using 32-bit drivers (Windows Me, 98 only):

1. Left-click the **Start** button from the Windows Taskbar and select **Settings > Control Panel**.
2. From the Control Panel, double-click **System**. The System Properties appear.
3. Click the **Performance** tab.

✓ **Note**: If the Performance Status states that your system is configured for optimal performance, you are using 32-bit Windows native drivers and do not need to update them. If not, you may need to update your CD-ROM/DVD-ROM drivers. Contact your manufacturer for assistance.

- ❑ Do not use a DOS-based 16-bit driver to control your CD-ROM/DVD-ROM drive (loaded in CONFIG.SYS) as it may significantly reduce performance.

Video Problems

NHL 2003 requires a video card capable of 640x480 resolution with 16-bit color depth. In addition, the video card must have at least 16 MB of video memory and be completely compatible with DirectX 8.1 and Direct 3D.

The most common cause of video problems is an outdated video driver (➢ *DirectX Problems* on p. 10). Please ensure that you are using the latest driver available for your video card. Refer to your manufacturer's website or contact them for assistance if necessary.

You should also experiment with the various display settings available in *NHL 2003*. In general, lowering the detail settings, resolution, and color depth should help the performance of the game.

Also, make sure your video card and monitor are capable of displaying the resolution and color depth you have selected. Refer to your hardware documentation for help.

Memory Problems

NHL 2003 requires 64 MB RAM (128 MB RAM for Windows XP and Windows 2000) and Virtual Memory ENABLED. We advise letting Windows manage the amount of virtual memory automatically (the default setting) and having *at least* 100 MB free space on the main hard drive (the drive that contains Windows, typically 'C:') after installation. Please refer to your system documentation or manufacturer if you need help configuring your virtual memory.

SOUND PROBLEMS

NHL 2003 requires a sound card with DirectX 8.1 compatibility. If your sound card driver is not fully compatible with DirectX 8.1, you may experience choppy or stuttering sound, or sound that cuts in and out. In this case, we recommend obtaining updated drivers from your sound card manufacturer (➢ *DirectX Problems* on p. 10).

INSTALLED SOUND CARD, BUT THERE IS NO SOUND

- ❑ Make sure your speakers or headphones are plugged into the appropriate jack, are turned on, and the volume control is turned up. If the problem persists, contact your manufacturer.

CONTROLLER PROBLEMS

In order for *NHL 2003* to function with your controller, you must first configure it properly within Windows. If your controller requires its own applet or software in order to function, be sure it is properly installed and up to date. Refer to your controller documentation for instructions on setting up your controller in Windows. Contact your controller manufacturer if you needfurther assistance.

Check the status of your controller(s) by using the Windows Game Controllers applet. To open the Game Controllers applet, click **Start > Control Panel > Printers and Other Hardware**, then click on **Game Controllers** (or **Start > Settings > Control Panel**, then double-click on **Gaming Options** if using Windows Me or 98). You should see a list of currently connected controllers displayed with the status of "OK". Any controller not listed as "OK" will not be detected by *NHL 2003* and will be unusable.

MODEM PROBLEMS

NHL 2003 requires a 100% DirectPlay compatible 56K or faster modem for modem-to-modem play. A high-speed (16550 UART) serial port is required if using an external modem.

MODEM DOES NOT INITIALIZE

- ❑ Make sure your modem is installed correctly and is turned ON.
- ❑ Make sure your modem works properly in Windows. If your modem is installed correctly and works with other Windows modem applications, but you are having problems initializing it in *NHL 2003*, try changing your modem type in Windows to "Standard Modem".
- ❑ Some computers may have telephone answering or FAX applications pre-installed. These applications may tie up the modem, not allowing it access to other applications. Exit all applications that use your modem before playing a modem game.

NETWORK PROBLEMS

NHL 2003 requires a TCP/IP compliant network and network interface card for network play. If you experience difficulties with network play, consult your network manual or network administrator for specific information on loading drivers.

CONNECTION PROBLEMS

- ❑ Make sure the computers you are trying to connect are on the same network and are all using the required protocol.
- ❑ Do not run any applications that communicate over the network in the background (e.g., mail programs, personal schedulers, network monitors, or instant messengers) while playing a network game.

TESTING NETWORK CONNECTIVITY

It is possible to test your network status with DirectX.

1. Click the **Start** button on your Windows Taskbar, then click **Run...**.
2. In the Run dialog box, type **dxdiag** then click **OK**.
3. Click the **Network** tab.
4. Click the **Test DirectPlay** button, then highlight the network protocol you will be using from the list of Service Providers.
5. Make sure that the button next to **Create New Session** is selected, then click **OK**. A DirectPlay Chat test session opens.
6. To test your network connectivity, other users must attempt to join your DirectPlay Chat test session. To join your test session, other users should follow steps 1-4, select **Join Existing Session**, and click **OK**.
7. Attempt to chat by typing a message and clicking **Send**.

Test results are displayed in the Notes field upon closing the test session. Contact your network administrator if results indicate that a problem exists or if other users have difficulty joining your Chat test session.

IP ADDRESS

If you do not know what your TCP/IP address is, you can find out by following these steps:

To determine your IP address (Windows XP and 2000):

1. Establish a direct Internet connection.
2. Click the **Start** button and select **Run...**.
3. Type **cmd** in the Run dialog box, then click **OK**. A command prompt window opens.
4. Type **ipconfig** and press **Enter**. A list of information is displayed, including

your current **IP Address**.

5. Record this number and close this window when finished.

To determine your IP address (Windows Me, 98):

1. Establish a direct Internet connection.
2. Click the **Start** button and select **Run...**.
3. Type **winipcfg** in the Run dialog box, then click **OK**. The IP Configuration utility opens.
4. Select the network device you are using to connect to the Internet from the available choices in the drop down box.

❑ Your IP address is the number displayed in the **IP Address** field.

5. Record this number and close this window when finished.

NETWORK PERFORMANCE ISSUES

There are various adjustments you can make to be sure you get the best performance out of your network game. These apply to the host computer as well as the client computers. Try them on the host first as this may solve all the problems.

- ❑ Make sure the host computer (the one that creates the network game) is the fastest of the computers, as it controls the game speed.
- ❑ High-traffic networks slow the game down considerably. Avoid playing the game at peak traffic hours, while there are large file transfers or print jobs being done.
- ❑ The slowest computer limits performance. Adjusting the resolution, detail settings, etc. on a slow machine can help boost performance in a network game.

TCP PORT INFO

NHL 2003 uses the following TCP and UDP port(s) for Internet play:
80, 443, 13500, 20701-20800, 32768-65535 (dynamic)

USING THE ELECTRONIC DOCUMENTATION

The electronic documentation uses Adobe Acrobat® 5.0. Installation files are included on the game CD.

1. Insert the game CD into the CD drive. If the Automenu screen does not automatically appear, click **Start>Run...** Type **d:\automenu** in the Open box and then click OK (substitute the correct letter if your CD-ROM drive is other than D:).
2. Click on **Manual**.
3. Select **Install** to launch the setup program. Follow the onscreen prompts.

   ✓ **NOTE**: If you already have Adobe Acrobat Reader 5.0 or higher installed, you may skip this step.

4. To view the docs, click **View**. (If you get an error, you haven't installed Adobe Acrobat, or it installed incorrectly. Try uninstalling and re-installing it.)

UNINSTALLING

If you ever want to remove the Adobe Acrobat view from your system, use the Add/Remove Programs option under **Start> Settings > Control Panel.**

Select Acrobat Reader and left-click Add/Remove Programs.

ACROBAT HELP

To activate help, select Help from the Acrobat menu bar. Then select **Reader Guide.**

Once you install Adobe Acrobat, the Acrobat software license agreement appears on your hard drive in the default Acrobat installation directory.

TECHNICAL SUPPORT

If you have trouble with *NHL 2003*, EA Technical Support can help. In addition to the material provided in the *Problems with Your Software?* (➢ p. 9), *NHL 2003* includes the *EA Help* file that provides solutions and answers to the most common difficulties and questions about how to properly use this product. It also allows you to send a detailed report of your problem directly to EA Technical Support via e-mail.

To access the *EA Help* file:

1. Start the Windows operating system.
2. Insert the *NHL 2003* disc into your CD-ROM/DVD-ROM drive. The game will start or the automenu will appear.
3. Exit the Automenu or exit the game if it autoruns.
4. Click the **Start** button and select **Search > Files and Folders.** The Search dialog box appears.
5. In the file name field, type *.HLP
6. In the look field, select the CD-ROM/DVD-ROM drive (typically D:, but may be different on your system).
7. Click SEARCH and then double-click the file that appears.

If you are still experiencing difficulty after utilizing the information in the *EA Help* file, you can also use it to contact EA Technical Support. *EA Help* contains a utility that detects your system's hardware and organizes this information into a detailed report. This report helps EA Technical Support solve your problem in the quickest possible time. Please note that you will need to have registered your copy of *NHL 2003* in order to take advantage of this utility.

To run the utility:

1. Launch the *EA Help* file.
2. Go to **page 2** of the Welcome screen by clicking the small arrow in the bottom corner.
3. Click the **Contact Technical Support** button. The utility opens.
4. Click **OK** to begin detecting your hardware.

When it finishes, you can view the gathered information by looking through the various category tabs. To send this information to EA Technical Support, fill out the blank sections under the User tab including a detailed description of the problem you are experiencing and click **Send** (if you have an open Internet connection) or **Save Info**. A copy of the report is automatically saved to your Windows desktop.

EA TECHNICAL SUPPORT ON THE INTERNET

If you have Internet access, be sure to check our EA Technical Support website at: **http://techsupport.ea.com**

Here you will find a wealth of information on DirectX, game controllers, modems, and networks, as well as information on regular system maintenance and performance. Our website contains up-to-date information on the most common difficulties, game-specific help, and frequently asked questions (FAQs). This is the same information our support technicians use to troubleshoot your performance issues. We keep the support website updated on a daily basis, so please check here first for no-wait solutions.

If you are unable to find the information you need on our website, please feel free to contact EA Technical Support via e-mail, phone, or letter. *Please be sure to include the EA Help utility report in your e-mail.*

To run the utility:

1. Launch the *EA Help* file.
2. Go to **page 2** of the Welcome screen by clicking the small arrow in the bottom corner.
3. Click the **Contact Tech Support** button. The utility opens.
4. Click **OK** to begin detecting your hardware.

If you need to talk to someone immediately, call us at (650) 628-4325 Monday through Friday between 8:30-11:45 AM or 1:00-4:30 PM, Pacific Standard Time. *Please have the EA Help utility report printed and ready when you call.* This will help us service your call in the quickest possible time.

EA TECHNICAL SUPPORT CONTACT INFO

E-mail and Website: http://techsupport.ea.com

FTP site: ftp.ea.com

Mailing Address: EA Technical Support
P.O. BOX 9025
Redwood City, CA 94063-9025

If you live outside of the United States, you can contact one of our other offices.

In the United Kingdom, contact:

Electronic Arts Ltd.
P.O. Box 181
Chertsey, KT16 OYL, UK
Phone (0870) 2432435

In Australia, contact:

Electronic Arts Pty. Ltd.
PO Box 432
Southport Qld 4215, Australia

In Australia: For Technical Support and Game Hints & Tips, phone: 1 902 261 600 (95 cents per minute) CTS 7 days per week 10:00 AM – 8:00 PM. If you are under 18 years of age, parental consent required.

WARRANTY

ELECTRONIC ARTS LIMITED WARRANTY

Electronic Arts warrants to the original purchaser of this product that the recording medium on which the software program(s) are recorded (the "***Recording Medium***") and the documentation that is included with this product (the "***Manual***") are free from defects in materials and workmanship for a period of 90 days from the date of purchase. If the Recording Medium or the Manual is found to be defective within 90 days from the date of purchase, Electronic Arts agrees to replace the Recording Medium or Manual free of charge upon receipt of the Recording Medium or Manual at its service center, postage paid, with proof of purchase. This warranty is limited to the Recording Medium containing the software program and the Manual that were originally provided by Electronic Arts. This warranty shall not be applicable and shall be void if, in the judgment of Electronic Arts, the defect has arisen through abuse, mistreatment or neglect.

This limited warranty is in lieu of all other warranties, whether oral or written, express or implied, including any warranty of merchantability or fitness for a particular purpose, and no other representation of any nature shall be binding on or obligate Electronic Arts. If any such warranties are incapable of exclusion, then such warranties applicable to this product, including implied warranties of merchantability and fitness for a particular purpose, are limited to the 90-day period described above. In no event will Electronic Arts be liable for any special, incidental, or consequential damages resulting from possession, use or malfunction of this Electronic Arts product, including damage to property, and to the extent permitted by law, damages for personal injury, even if Electronic Arts has been advised of the possibility of such damages. Some states do not allow limitation as to how long an implied warranty lasts and/or exclusions or limitation of incidental or consequential damages so the above limitations and/or exclusion of liability may not apply to you. In such jurisdictions, the Electronic Arts' liability shall be lim-

ited to the fullest extent permitted by law. This warranty gives you specific rights. You may also have other rights that vary from state to state.

RETURNS WITHIN THE 90-DAY WARRANTY PERIOD

Please return the product along with (1) a copy of the original sales receipt, showing the date of purchase, (2) a brief description of the difficulty you are experiencing and (3) your name, address and phone number to the address below and Electronic Arts will mail a replacement Recording Medium and/or Manual to you. If the product was damaged through misuse or accident, this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period. We strongly recommend that you send your product using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

RETURNS AFTER THE 90-DAY WARRANTY PERIOD

If the defect in the Recording Medium or Manual resulted from abuse, mistreatment or neglect, or if the Recording Medium or Manual is found to be defective after 90 days from the date of purchase, please return the product along with (1) a check or money order for $7.50 made payable to Electronic Arts, (2) a brief description of the difficulty you are experiencing and (3) your name, address and phone number to the address below, and Electronic Arts will mail a replacement Recording Medium and/or Manual to you. We strongly recommend that you send your product using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

EA WARRANTY CONTACT INFO

E-mail and Website: http://techsupport.ea.com

Phone: (650) 628-1900

EA WARRANTY MAILING ADDRESS

Electronic Arts Customer Warranty

P.O. Box 9025

Redwood City, CA 94063-9025

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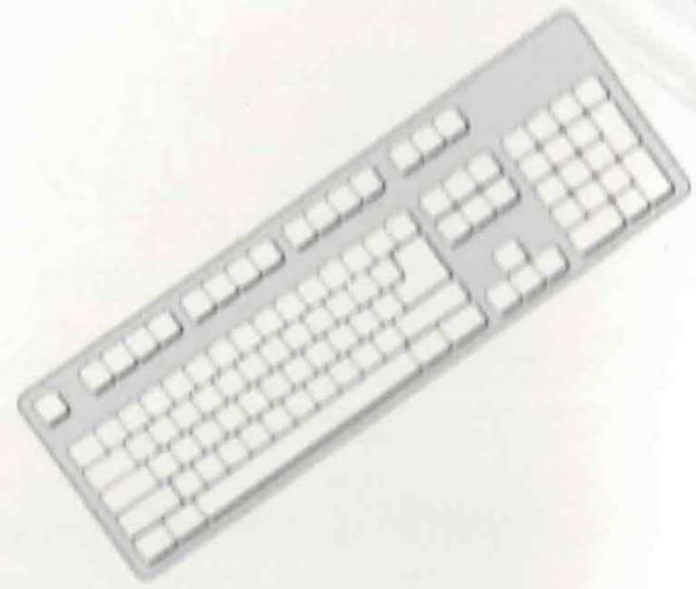
CONTROL SUMMARY



PLAYER WITH PUCK	
Shoot	1
Pass/Face Off	2
Speed Burst	3
Deke	4
PLAYER WITHOUT PUCK	
Hook/Hold	1
Change Player	2
Body Check	3
Big Hit	4

PLAYER WITH PUCK	
Shoot	A
Pass/Face Off	B
Speed Burst	C
Deke	X
PLAYER WITHOUT PUCK	
Hook/Hold	A
Change Player	B
Body Check	C
Big Hit	X

PLAYER WITH PUCK	
Shoot	Spacebar
Pass/Face Off	C
Speed Burst	X
Deke	Z
PLAYER WITHOUT PUCK	
Hook/Hold	Spacebar
Change Player	C
Body Check	X
Big Hit	Z

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